

Automation

Service Name: Single Use Server- Level 2

1. Service Description: Fort Detrick DOIM provides server-hosting support for Single Use Servers. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. These servers are provided to the DOIM by the customer. The customer is responsible for hardware and software maintenance on these servers. The DOIM can obtain maintenance for the customer on a reimbursement basis. In this usage, a server is both the computer hardware and its main software, the operating system.

2. DOIM Responsibilities:

- a. Maintain the availability of the server(s) to its users.
- b. Establish and perform system backup procedures and documentation to include storage of backup media and DR drives at a remote COOP site.
- c. Implement a comprehensive information security program per AR25-2, ARMY and MEDCOM guidelines and physical security procedures.
- d. Use fault management techniques designed to diagnose problems and provide timely solutions.
- e. Provide technical staff that are fully trained at appropriate levels per ARMY and MEDCOM guidelines to provide system administration duties
- f. Provide around the clock monitoring and repair of system operations.
- g. Implement approved and planned changes to the LANs and document configuration changes.
- h. Provide security management in include scanning of server environment for vulnerabilities on a monthly basis
- i. Provide change management by tracking all changes to the server hardware in an Online Server Log.

3. Customer Responsibilities:

- a. Make requirements known to Supplier
- b. Request services and support by providing necessary request and or documentation
- c. Alert the Supplier as soon as possible on issues or problems that arise
- d. Provide the Supplier all hardware and software requirements to satisfy request
- e. Provide the Supplier documentation referencing any future, and anticipated Hardware and Software upgrades.
- f. Provide the Supplier hardware and software maintenance
- g. Provide the Supplier non-standard software administration training and documentation
- h. Provide the Supplier twenty-four hours to restore user data
- i. Use single network server storage and all its components for official Government business only.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil